0000023399

BEFORE THE ARIZONA CORPORATION COMMISSION RECEIVED

WILLIAM A. MUNDELL
Chairman
JAMES M. IRVIN
Commissioner
MARC SPITZER
Commissioner

IN THE MATTER OF U S WEST COMMUNICATIONS, INC.'S COMPLIANCE WITH § 271 OF THE TELECOMMUNICATIONS ACT OF 1996	Docket No. T-00000A-97-0238 QWEST'S POST-WORKSHOP BRIEF REGARDING FUNCTIONALITY TEST ISSUES

Qwest Corporation ("Qwest") respectfully submits this brief regarding the Final Report Functionality Test (the "Report") and related issues raised at the Functionality Test workshop.

I.   INTRODUCTION

The Functionality Test is the heart of the Arizona Corporation Commission's ("Commission" or "ACC") test of Qwest's operational support systems ("OSS"). Cap Gemini Ernst & Young ("CGE&Y) is conducting the OSS Test at the direction of the ACC Staff.

The Master Test Plan ("MTP") provides that the purpose of the Functionality Test is to provide information that the ACC can use to assess the ability of Qwest systems to provide the requisite functionality to CLECs, including pre-ordering, ordering, provisioning, maintenance and repair, billing, and other special functions, such as 911 and directory assistance.[1] The Test Standards Document ("TSD") specifies the scope and approach for this test, along with detailed requirements for evaluating the functionality Qwest's OSS provide to CLECs. Based on the

---

[1] MTP section 4.1.

1251688/67817.150

results of the Functionality Test, CGE&Y found that Qwest provides non-discriminatory access to its OSS for CLECs to generate LSRs for wholesale services in Arizona.[2]

The CLECs attacked the Report at the workshop because they disagree with CGE&Y's conclusions. The CLECs raised only a handful of isolated issues in an attempt to find fault with CGE&Y's analysis. Indeed, there were so few major issues for discussion that the workshop ended a full day and a half early -- and only then after a preview discussion regarding data reconciliation, the subject of the next workshop. As discussed below, the CLECs have failed to provide any sound basis for their claims.

II. CGE&Y SATISFIED THE MTP AND TSD REQUIREMENTS IN PERFORMING THE FUNCTIONALITY TEST.

A. CGE&Y complied with the MTP and TSD requirements.

The CLECs criticize CGE&Y for not conducting the Functionality Test in the same way they would have conducted it. This position is inconsistent with the MTP's grant of discretion in testing matters solely to CGE&Y.[3]

CGE&Y was hired to be the Test Administrator in part because of the collective experience and judgment of its personnel. The MTP vests solely in CGE&Y, as the Test Administrator, the responsibility for supervising the day-to-day execution of the test, analyzing the test results, and reporting its evaluation of those results.[4] The MTP requires that CGE&Y apply that experience and judgment in fulfilling its supervisory duties. Thus, CGE&Y was required to exercise its professional judgment with regard to the myriad issues that arose each day during the execution of the test, just as it was required to do in reporting its conclusions. As set forth below, CGE&Y conducted the Functionality Test in a reasonable manner, consistent

---

[2] Report at 5.

[3] MTP section 9.3.

with the MTP and TSD requirements, and appropriately exercised its professional judgment as a Test Administrator.

B. CGE&Y complied with the MTP and TSD requirements relating to Daily Logs.

An inordinate amount of workshop time was spent discussing "Daily Logs," which has become a shorthand term for the Functionality Test information that the CLECs received during the Functionality Test.

TSD 3.7.5.4 provides as follows (emphasis added):

> The Pseudo-CLEC will provide the TA access to the data file containing LSR, ACK (EDI), FOC, Reject and SOC information on a daily basis. The TA will retain the data and provide statistics on the timeliness of Qwest order processing. Daily Test Status Reports will be prepared from this information and will be transmitted to the ACC, *and subsequently to the Test Advisory Group (TAG) at the ACC's discretion.*

CGE&Y testified that, consistent with this provision, it received daily reports from the Pseudo-CLEC regarding activity that occurred during the previous 24 hours and that it updated its electronic database with that information on a daily basis.[5] From this information, CGE&Y prepared weekly test progress reports that tracked the status of all LSRs and all tickets associated with the test.[6] The TAG agreed in August 2000 that daily test report information would be provided to the TAG in two week installments, with a two week delay to maintain blindness on the part of both Qwest and the CLECs.[7] CGE&Y provided this information to the CLECs during the Functionality Test.[8]

---

[4] MTP section 9.3.

[5] Functionality Test Workshop Transcript Vol. III at 380:3-16.

[6] Functionality Test Workshop Transcript Vol. III at 382:7-383:5.

[7] AT&T does not dispute the TAG agreement that the reports would be provided bi-weekly. Functionality Test Workshop Transcript Vol. I at 162:1-4.

[8] This information was apparently provided to all TAG members except Qwest. In July 2001, when Qwest learned that other TAG members had received the information, Qwest renewed its request to receive the same information

At the workshop, the CLECs repeatedly questioned CGE&Y regarding whether it used any additional information to track the status of test orders. The CLECs sought to obtain the entirety of information that CGE&Y used. CGE&Y clearly and consistently testified that it had already provided or would provide shortly all of the materials it used to track LSRs and the test in general.[9] Those materials consist of the daily status reports, electronic databases and related workpapers available in the viewing room, and internal project management reports it used internally to track the progress of the test.[10] These materials constitute the totality of the tracking materials CGE&Y maintained and used.[11] The only materials the CLECs had not already received or been provided access to were its internal project management reports. CGE&Y sent those reports to the TAG on November 28, 2001, during the workshop.[12] It is noteworthy that the databases that contain the detailed information that was summarized in those reports were already available for CLEC review in CGE&Y's document control room.

Despite CGE&Y's testimony that it had provided all of the materials they sought, the CLECs continued to press the issue. The CLECs raised the issue for at least a third time at the very end of the workshop.[13] CGE&Y again clearly testified that it had already produced all of the tracking tools and information that it used during the Functionality Test and committed to providing that same information relating to on-going re-testing.[14]

---

as other TAG members. Qwest did not receive a response to its request and was never provided any daily test report information.

[9] Functionality Test Workshop Transcript Vol. I at 161:5-15.

[10] Functionality Test Workshop Transcript Vol. I at 161:5-15, 164:9-17.

[11] Functionality Test Workshop Transcript Vol. I at 164:18-165:4.

[12] Functionality Test Workshop Transcript Vol. III at 350:25-351:8.

[13] *See generally* Functionality Test Workshop Transcript Vol. III at 427-432.

[14] Functionality Test Workshop Transcript Vol. III at 429:4-19.

The crux of the CLECs' complaints appears to be the form in which the information was provided -- a compilation report rather than individual daily reports.[15] This concern has no basis in the TSD language upon which the CLECs rely. TSD section 3.7.5.4 provides that the Daily Test Status Reports that were transmitted to the ACC, and subsequently to the TAG at the ACC's discretion, would be "prepared from" the information CGE&Y maintained. There was no requirement for CGE&Y to provide any particular content or format. AT&T suggested that it may have a concern that CGE&Y did not actually maintain the daily information required by the TSD. That concern has no basis because CGE&Y unequivocally testified that it received daily reports from the Pseudo-CLEC and updated its electronic database with that information on a daily basis.[16]

CGE&Y has fully complied with the daily tracking requirements of the TSD. Moreover, CGE&Y has provided the CLECs with all of the information it used to accomplish that tracking. There is no basis for any remaining dispute regarding the so-called Daily Logs.

C. **CGE&Y's agreement to include the ADUF analysis in the Final Report satisfies the MTP and TSD requirements.**

There was substantial workshop discussion regarding the evaluation of access daily usage files ("ADUF") transmitted by Qwest to the Pseudo-CLEC.

The ADUF records were required for one segment of the Functionality Test billing analysis. However, Qwest experienced a problem that prevented it from sending these records.[17] Qwest has identified and fixed the problem. In the interim, the Pseudo-CLEC did not receive any ADUF records from Qwest until approximately August 2001.[18] After Qwest began

---

[15] Functionality Test Workshop Transcript Vol. III at 429:20-430:5.

[16] Functionality Test Workshop Transcript Vol. III at 380:3-16.

[17] Functionality Test Workshop Transcript Vol. III at 357:2-13.

[18] Functionality Test Workshop Transcript Vol. II at 296:18-25.

transmitting the ADUF records to the Pseudo-CLEC, however, CGE&Y did not request or process those records.[19] The Pseudo-CLEC nonetheless retained all of the ADUF records it received.[20]

At the workshop, CGE&Y committed to obtaining the ADUF files from the Pseudo-CLEC, comparing those files to the call logs that detail the calls made during the test to generate usage, and including its analysis in the final report.[21] This commitment will satisfy the MTP and TSD requirements and should allay the CLECs' concerns.[22]

D. CGE&Y complied with the MTP and TSD requirements relating to tracking order status.

As part of the Functionality Test, CGE&Y was required to track the status of test orders through their lifecycle. TSD section 3.7.5.4 provides, in pertinent part:

> Each Test Script will be monitored by use of a tracking number assigned by the TA during the Pre-Order phase. The Tracking Number will be used by the Pseudo-CLEC to report order status back to the TA. The TA will use the Tracking Number to monitor the progress of each test script throughout its lifecycle. The Pseudo-CLEC will provide the TA access to the data file containing LSR, ACK (EDI), FOC, Reject and SOC information on a daily basis.

This section contemplates that the Pseudo-CLEC would receive status notifiers transmitted by Qwest. Indeed, CGE&Y testified that the status of all test orders was tracked through the receipt of the notifiers transmitted by Qwest.[23] These notifiers provide a history of the state of an LSR

---

[19] Functionality Test Workshop Transcript Vol. III at 353:3-12.

[20] Functionality Test Workshop Transcript Vol. II at 297:20-25.

[21] Functionality Test Workshop Transcript Vol. III at 353:13-23.

[22] At AT&T's request, CGE&Y further committed to advise the TAG in the event that the ADUF records in the Pseudo-CLEC's possession do not cover all of the test calls that were made with UNE-P. Functionality Test Workshop Transcript Vol. III at 358:13-359:1.

[23] Functionality Test Workshop Transcript Vol. I 34:22-35:3, 36:19-21.

from end-to-end. Thus, CGE&Y conducted its tracking activities as described in TSD section 3.7.5.4.[24]

In addition to tracking test order status through the notifiers, the Pseudo-CLEC received auto-pushed messages regarding the status of test orders. Moreover, Qwest's ability to proactively push status messages to CLECs was the subject of an IWO.[25] Qwest expended significant effort to implement the capability to provide proactively pushed messages. The Pseudo-CLEC received those messages both through EDI and the GUI. This enabled the Pseudo-CLEC to receive status messages regarding its LSRs and to verify that the statuses were received and could be processed.[26]

The CLECs claim, however, that CGE&Y should also have tracked the status of LSRs through issuance of post-order queries. Such queries would have constituted a third layer of tracking information that would have returned the same information as the notifiers and auto-pushed status messages. CGE&Y reasonably exercised its professional judgment in tracking the status of LSRs through the notifiers and auto-pushed messages. The fact that they may not have issued post-order queries did not prevent CGE&Y from verifying that order status can be tracked from end-to-end.

E. **CGE&Y complied with the MTP and TSD requirements relating to EDI integration.**

In response to a pre-filed question submitted by AT&T, CGE&Y indicated that it evaluated the preorder to order integration quality on Qwest's graphical user interface by observing that minimal re-entry of data was required to successfully complete the order.[27] At the

---

[24] Functionality Test Workshop Transcript Vol. I at 47:5-22.

[25] Functionality Test Workshop Transcript Vol. I at 43:12-23.

[26] Functionality Test Workshop Transcript Vol. I at 45:9-13.

[27] Exhibit CGE&Y 4-2, CGE&Y answers to AT&T's first set of questions, question 13.

workshop, AT&T raised a question about the evaluation of a CLEC's ability to integrate data from preorder to order using Qwest's EDI interface.[28]

While the MTP and TSD contain brief references to an evaluation of the integration of preorder and order data during the Functionality Test,[29] that evaluation is more fully detailed in the Relationship Management Evaluation ("RME")[30] and Retail Parity Evaluation ("RPE")[31] requirements of the TSD and was extensively discussed at the RME and RPE workshops. As a result of those discussions, Hewlett Packard ("HP") is conducting an analysis that will evaluate at the data element level a CLEC's ability to integrate preorder and order data using Qwest's EDI interface.[32] That analysis will satisfy any remaining MTP and TSD requirements.

F.   CGE&Y validated both of Qwest's methods for SOC delivery.

There was an extended discussion at the workshop that generated some confusion regarding service order level completions ("SOCs").[33] Qwest provides SOC information in two ways -- through status and/or proactive electronic messages and on the Loss and Completion Report. While the discussion at the workshop resulted in substantial confusion, CGE&Y clearly stated in its Performance Acceptance Certificate for IWO 1045 that it validated both of these delivery methods (emphasis added):

> CGE&Y verified the guide and validated that an order's status can be
> monitored using either the LSR Status Inquiry or Status Updates functions
> under PreOrder/Order/PostOrder section of IMA, *and the completion notice
> is validated through a process of an auto-push message.*
>
> * * *

---

[28] Functionality Test Workshop Transcript Vol. I at 51:7-17.

[29] MTP section 4.1; TSD section 3.1.

[30] TSD sections 6.1.4, 6.5.2.2, 6.5.2.3.

[31] TSD sections 4.1 and 4.2.

[32] Functionality Test Workshop Transcript Vol. I at 52:20-53:9.

[33] *See generally* Functionality Test Workshop Transcript Vol. I at 129-137.

Through our investigation the Loss and Completion Report constitutes a batch process used primarily to report on service requests that have been completed. Order completions for IMA/GUI and EDI are collected and transmitted to the P-CLEC using a batch file creating the report. If an order completes after the batch file has been transmitted for the day the completed order will then be included in the following days Loss and Completion Report.

CGE&Y has thus properly identified and validated both methods of SOC delivery.

G. CGE&Y complied with the MTP and TSD requirements relating to validating bill adjustments.

Finally, WorldCom raised and argued an issue that typifies the CLECs' approach to the draft final report workshops. WorldCom suggested that there was a "gap" in CGE&Y's billing analysis because it did not validate any debit adjustments.[34] This suggestion that the MTP and TSD specifically required validation of debit adjustments demonstrates the lengths to which the CLECs went to attempt to find fault with CGE&Y's analysis.

WorldCom cited TSD section 3.8.3(e) to support its position. That section reads as follows:

> Discounts: Verify that discounts and adjustments are applied correctly. The team will determine whether adjustments to bills carrying corrections of errors from a previous month have been correctly made, and whether discounts contracted between Qwest and the Pseudo-CLEC have been applied to the bill accurately. The adjusted amounts will also be verified against the Billing Performance Measurement regarding accuracy of carrier bills.

This section contains no requirement that both debit and credit adjustments be verified.[35] As CGE&Y noted, the MTP requirement is the same: "Verify that discounts and adjustments are performed correctly."[36] The provisions simply require that CGE&Y verify that the adjustments

---

[34] Functionality Test Workshop Transcript Vol. II at 338:14-339:1.

[35] Functionality Test Workshop Transcript Vol. II at 339:18-24.

[36] MTP section 4.3.4.

that appeared on the bills were applied correctly -- nothing more. That is exactly what CGE&Y did.
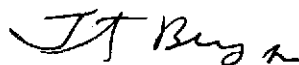
Despite the plain directives in both the MTP and TSD requiring CGE&Y simply to verify that any adjustments that appeared on the bills were applied correctly, WorldCom actually suggested that CGE&Y should have "induced debit situations for auditing purposes."[37] Artificially inducing an underbilling situation in order to then issue a debit adjustment would have proved nothing, other than Qwest's ability to follow CGE&Y's test instructions. This position simply has no basis in the MTP or TSD. However, it does illustrate the positions the CLECs have taken to attempt to read additional requirements into the MTP and TSD and then argue that those requirements have not been met.

III.   CONCLUSION

In conclusion, CGE&Y has complied with the requirements of the MTP and the TSD in conducting and reporting on its evaluation for the Functionality Test. The Commission should reject the CLECs' groundless claims to the contrary.

Respectfully submitted this 11th day of December, 2001.

RESPECTFULLY SUBMITTED,

Beth Woodcock
PERKINS COIE
1899 Wynkoop, Suite 700
Denver, CO 80202
(303) 291-2316

Timothy Berg
Theresa Dwyer
FENNEMORE CRAIG
3003 North Central Avenue

---

[37] Functionality Test Workshop Transcript Vol. II at 340:4-7.

Suite 2600
Phoenix, AZ 85012-2913

ORIGINAL +10 copies filed this 11th day
Of December 11, 2001 with:

Docket Control
ARIZONA CORPORATION COMMISSION
1200 W. Washington
Phoenix, AZ

COPY delivered this day to:

Maureen A. Scott
Legal Division
ARIZONA CORPORATION COMMISSION
1200 W. Washington St.
Phoenix, AZ 85007

Ernest G. Johnson, Director
Utilities Division
ARIZONA CORPORATION COMMISSION
1200 W. Washington St.
Phoenix, AZ 85007

Lyn Farmer, Chief Administrative Law Judge
Hearing Division
ARIZONA CORPORATION COMMISSION
1200 W. Washington
Phoenix, AZ 85007

Caroline Butler
Legal Division
ARIZONA CORPORATION COMMISSION
1200 W. Washington St.
Phoenix, AZ 85007

COPY mailed this day to:

Steven H. Kukta
SPRINT COMMUNICATIONS COMPANY
1850 Gateway Drive, 7th floor
San Mateo, CA 94404-2567

Eric S. Heath
SPRINT COMMUNICATIONS CO.
100 Spear Street, Suite 930
San Francisco, CA 94105

Thomas Campbell
Lewis & Roca
40 N. Central Ave.
Phoenix, AZ 85004

Joan S. Burke
Osborn Maledon, P.A.
2929 N. Central Ave., 21st Floor
PO Box 36379
Phoenix, AZ 85067-6379

Thomas F. Dixon
Worldcom, Inc.
707 17th Street # 3900
Denver, CO 80202

Scott S. Wakefield
Residential Utility Consumer Office
2828 North Central Ave., Suite 1200
Phoenix, AZ 85004

Michael M. Grant
Todd C. Wiley
Gallagher & Kennedy
2575 E. Camelback Rd.
Phoenix, AZ 85016-9225

Michael Patten
Roshka Heyman & DeWulf
400 East Van Buren Street
Suite 900
Phoenix, AZ 85004-3906

Bradley S Carroll
Cox Communications
20401 North 29th Avenue
Phoenix, AZ 85027-3148
Daniel Waggoner
Davis, Wright & Tremaine
2600 Century Square
1501 Fourth Avenue

Seattle, WA 98101-1688

Traci Grundon
Davis Wright & Tremaine
1300 S.W. Fifth Avenue
Portland, OR 97201

Richard S. Wolters
Maria Arias-Chapleau
AT&T Law Department
1875 Lawrence Street # 1575
Denver, CO 80202

David Kaufman
e.Spire Communications, Inc.
343 W. Manhattan Street
Santa Fe, NM 87501

Alaine Miller
XO Communications, Inc.
500 108th Ave. NE, Suite 2200
Bellevue, WA 98004

Diane Bacon, Legislative Director
Communications Workers of America
5818 N. 7th St., Suite 206
Phoenix, Arizona 85014-5811

Philip A. Doherty
545 South Prospect Street, Suite 22
Burlington, VT 05401

W. Hagood Bellinger
5312 Trowbridge Drive
Dunwoody, GA 30338
Joyce Hundley
U.S. Dept. of Justice
Antitrust Division
1401 H Street, NW, # 8000
Washington, DC 20530

Andrew O. Isar
Telecommunications Resellers Association

4312 92nd Ave., NW
Gig Harbor, WA 98335

Raymond S. Heyman
Two Arizona Center
400 North Van Buren Street, Suite 800
Phoenix, AZ 85004-3906

Thomas L. Mumaw
Snell & Wilmer
One Arizona Center
Phoenix, AZ 85004-0001

Charles Kallenbach
American Communications Services, Inc.
131 National Business Parkway
Annapolis Junction, MD 20701

Lyndon J. Godfrey
Vice President – Government Affairs
AT&T
675 E. 500 S.
Salt Lake City, UT 84102

Gena Doyscher
Global Crossing Services, Inc.
1221 Nicollet Mall
Minneapolis, MN 55403-2420

Andrea Harris, Senior Manager
Allegiance Telecom, Inc. of Arizona
2101 Webster, Ste. 1580
Oakland, CA 94612

Gary L. Lane, Esq.
6902 East 1st Street, Suite 201
Scottsdale, AZ 85251
Steve Strickland
SBC Telecom, Inc.
300 Convent, 18th Floor
San Antonio, Texas 78201

M. Andrew Andrade
Tess Communications, Inc.

5261 S. Quebec Street Ste. 150
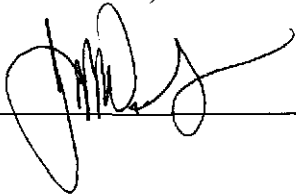Greenwood Village, CO 80111

K. Megan Doberneck, Esq.
Covad Communications
4250 Burton Street
Santa Clara, CA 95054

Richard Sampson
Z-Tel Communications, Inc.
601 S. Harbour Island, Ste. 220
Tampa, Florida 33602

Lisa Crowley
Regional Counsel
Covad Communications Company
4250 Burton Drive
Santa Clara, CA 95054

Adrienne M. Anderson
Paralegal
Covad Communications Company
7901 Lowry Boulevard
Denver, Colorado 80230

Richard P. Kolb
Vice President-Regulatory Affairs
OnePoint Communications
Two Conway Park
150 Field Drive, Suite 300
Lake Forest, Illinois 60045